

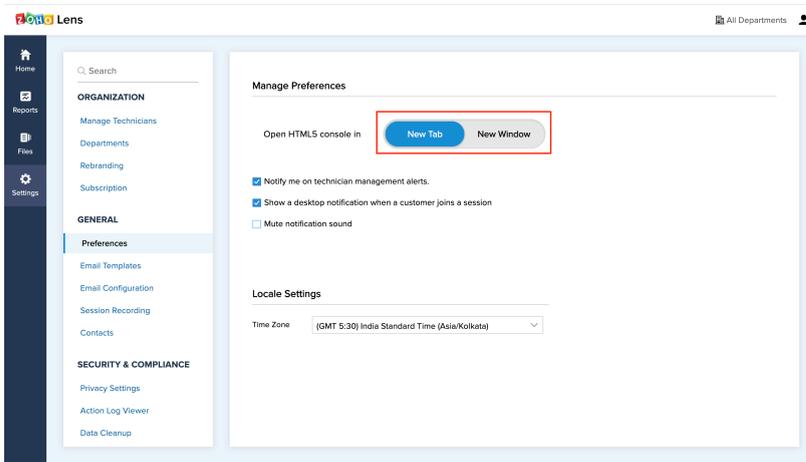


Preferences

The Super Admin or Admin can use the *Preferences* section to set how the technician console will open in the browser when a new session is initiated. You can also enable or disable the notification that the technician receives when a customer joins a session or if any changes are made in the user management section, and set the time zone.

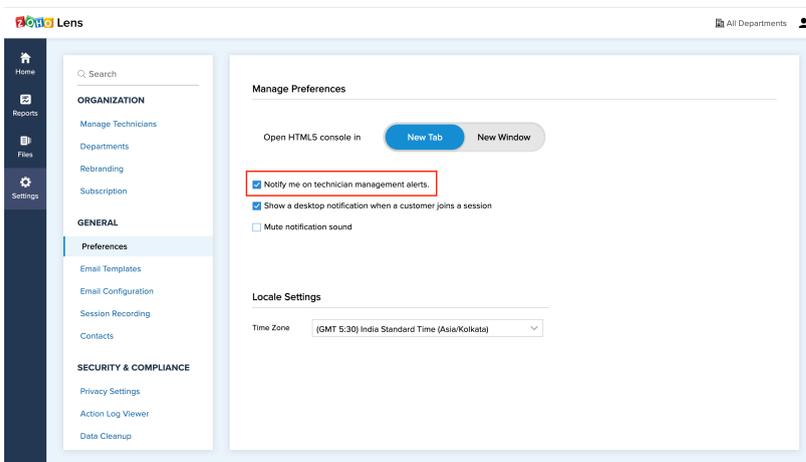
To manage the technician console

- Go to **Settings** and then **Preferences**.
- Use the toggle next to *Open Console in* to set whether the console opens in the browser.



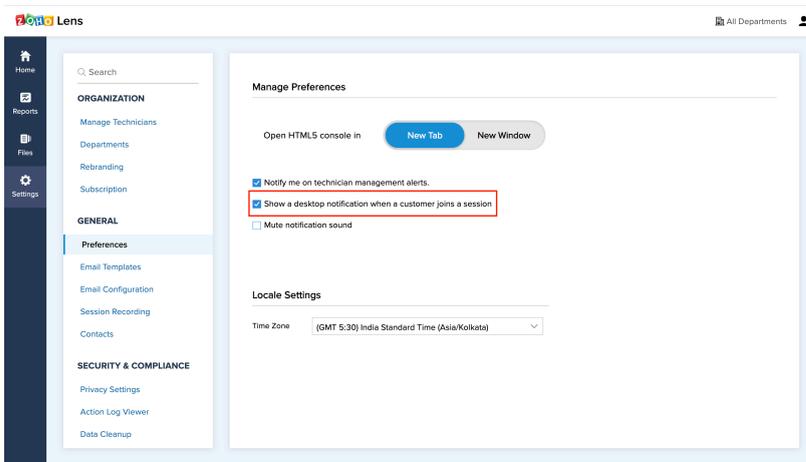
To manage notifications

- Go to **Settings** and then **Preferences**.



To receive a notification when there is a change in the *User Management* section

- Click on the checkbox next to *Notify me of user management alerts* to enable notifications if a technician is added or removed, the role of a technician is changed, or any other changes are made in the user management section.



To get a desktop notification when a customer joins a session:

- Click on the checkbox next to *Show a desktop notification when a customer joins a session* to get a desktop notification when a customer joins the session.

To mute the notification sound:

- Click on the check box next to *Mute notification sounds* to mute the notification sounds.

To update the local time zone:

- Go to **Settings** and then **Preferences**. Use the dropdown next to *Time Zone* to update the local time zone.

